# Dell™ SP2309W Flat Panel Monitor User's Guide


About Your Monitor

Setting Up the Monitor

Operating the Monitor

Troubleshooting

Appendix


## Notes, Notices, and Cautions

**NOTE:** A NOTE indicates important information that helps you make better use of your computer.

**NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

**CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.**


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**Model SP2309Wc**

**July 2009 Rev. A02**



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# About Your Monitor

**Dell™ SP2309W Flat Panel Monitor User's Guide**


- Package Contents
- Product Features
- Identifying Parts and Controls
- Monitor Specifications
- Universal Serial Bus (USB) Interface
- Plug and Play Capability
- Camera - MIC Specifications
- Maintenance Guidelines


## Package Contents

Your monitor comes with all the items shown below. Ensure that you have all the items. If something is missing, contact Dell.

**NOTE:** Some items may be optional and may not ship with your monitor. Some features or media may not be available in certain countries.

| | |
|---|---|
| | • Monitor with stand |
| | • Power cable |
| | • VGA cable |
| | • DVI cable |

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| | |
|---|---|
| | • USB up stream cable (enables the USB ports on the monitor)<br>• USB down stream cable (optional) |
| | • Documentation (Safety Information, Quick Start Guide and CD) |

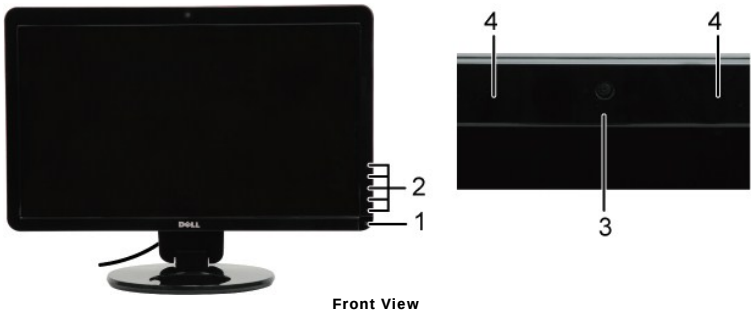
## Product Features

The **SP2309W** flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD). The monitor features include:

- 23 inches(585mm) diagonal.
- 2048x1152 resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position, or while moving from side-to-side.
- Tilt adjustment capabilities.
- Removable pedestal and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media which includes an information file (INF), Image Color Matching File (ICM), and product documentation.
- Security lock slot.
- 2.0 Mega pixel internal webcam with integrated microphone.

## Identifying Parts and Controls

### Front View




**Front View**

| Label | Description |
|---|---|
| 1 | Power Control (Touch Sensor) |
| 2 | Capacitive touch keys (For more information, see Operating the Monitor) |
| 3 | Webcam |
| 4 | Microphone |

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## Back View

Back view | Back View with monitor stand

| Label | Description | Use |
|---|---|---|
| 1 | VESA mounting holes (100mm)<br>(Behind attached VESA plate) | To mount the monitor. |
| 2 | Barcode serial number label | To contact Dell for technical support. |
| 3 | Security lock slot | To help secure your monitor. |
| 4 | Dell soundbar mounting brackets | To attach the optional Dell Soundbar. |
| 5 | Regulatory rating label | Lists the regulatory approvals. |
| 6 | Cable management slot | To organize cables by placing them through the slot. |

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## Side View

Left view | Right view

| Label | Description |
|---|---|
| 1 | USB downstream port |

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## Bottom View

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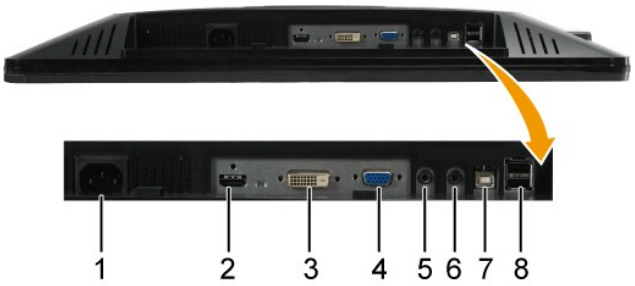



**Bottom view**

| Label | Description |
|---|---|
| 1 | AC power cord connector |
| 2 | HDMI connector |
| 3 | DVI connector |
| 4 | VGA connector |
| 5 | Audio Line-in |
| 6 | Audio Line-out |
| 7 | USB upstream port |
| 8 | USB downstream ports(2) |

## Monitor Specifications

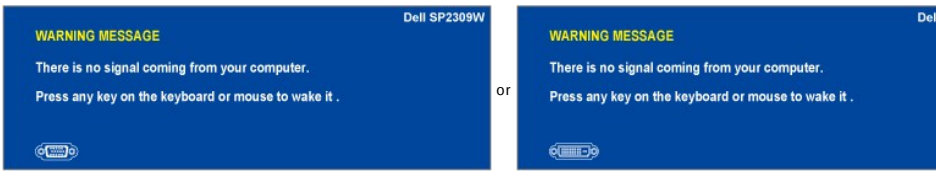
The following sections give you information about the various power management modes and pin assignments for various connectors of your monitor.

### Power Management Modes

If you have VESA's compliance display card or software installed in your PC, the monitor can automatically reduce its power consumption when not in use. If the computer detects input from keyboard, mouse, or other input devices, the monitor automatically resumes functioning. The following table shows the automatic power saving feature:

| VESA Modes | Horizontal Sync | Vertical Sync | Video | Power Indicator | Power C |
|---|---|---|---|---|---|
| Normal operation and USB active | Active | Active | Active | White | 75 W (m |
| Normal operation | Active | Active | Active | White | 65 W (t) |
| Active-off mode | Inactive | Inactive | Blanked | Amber | Less tha |
| Switch off | - | - | - | Off | Less tha |

**NOTE: The OSD functions in the 'Normal operation' mode. One of the following messages appears when the menu key is touched in Active-of**


Dell SP2309W
WARNING MESSAGE
There is no signal coming from your computer.
Press any key on the keyboard or mouse to wake it .
or
WARNING MESSAGE
There is no signal coming from your computer.
Press any key on the keyboard or mouse to wake it .

Activate the computer and 'wake up' the monitor to gain access to the OSD.

Zero power consumption in OFF mode can only be achieved by disconnecting the main cable from the monitor.

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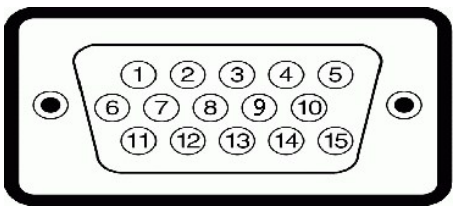
## Pin Assignments

### VGA Connector




| Pin Number | 15-pin Side of the Connected Signal Cable |
|---|---|
| 1 | Video-Red |
| 2 | Video-Green |
| 3 | Video-Blue |

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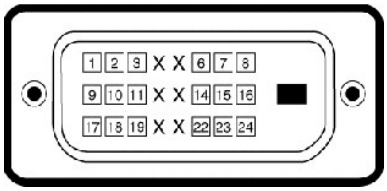
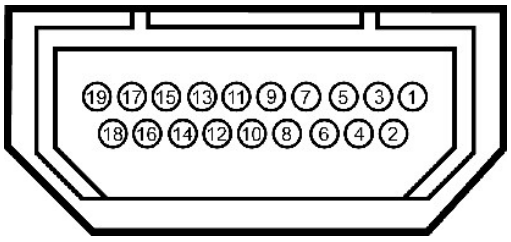
| | |
|---|---|
| 4 | GND |
| 5 | Self-test |
| 6 | GND-R |
| 7 | GND-G |
| 8 | GND-B |
| 9 | Computer 5V |
| 10 | GND-sync |
| 11 | GND |
| 12 | DDC data |
| 13 | H-sync |
| 14 | V-sync |
| 15 | DDC clock |

### DVI Connector




| Pin Number | 24-pin Side of the Connected Signal Cable |
|---|---|
| 1 | TMDS RX2- |
| 2 | TMDS RX2+ |
| 3 | TMDS Ground |
| 4 | Floating |
| 5 | Floating |
| 6 | DDC Clock |
| 7 | DDC Data |
| 8 | Floating |
| 9 | TMDS RX1- |
| 10 | TMDS RX1+ |
| 11 | TMDS Ground |
| 12 | Floating |
| 13 | Floating |
| 14 | +5V power |
| 15 | Self test |
| 16 | Hot Plug Detect |
| 17 | TMDS RX0- |
| 18 | TMDS RX0+ |
| 19 | TMDS Ground |
| 20 | Floating |
| 21 | Floating |
| 22 | TMDS Ground |
| 23 | TMDS Clock+ |
| 24 | TMDS Clock- |

### HDMI Connector

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| Pin Number | 19-pin Side of the Connected Signal Cable |
|---|---|
| 1 | T.M.D.S. Data 2- |
| 2 | T.M.D.S. Data 2 Shield |
| 3 | T.M.D.S. Data 2+ |
| 4 | T.M.D.S. Data 1+ |
| 5 | T.M.D.S. Data 1 Shield |
| 6 | T.M.D.S. Data 1- |
| 7 | T.M.D.S. Data 0+ |
| 8 | T.M.D.S. Data 0 Shield |
| 9 | T.M.D.S. Data 0- |
| 10 | T.M.D.S. Clock + |
| 11 | T.M.D.S. Clock Shield |
| 12 | T.M.D.S. Clock - |
| 13 | CEC |
| 14 | Reserved(N.C. on device) |
| 15 | SCL |
| 16 | SDA |
| 17 | DDC/CEC Ground |
| 18 | +5V Power |
| 19 | Hot Plug Detect |

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# Appendix

**Dell™ SP2309W Flat Panel Monitor User's Guide**


- Safety Instructions
- FCC Notice (U.S. Only) and Other Regulatory Information
- Contacting Dell


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## CAUTION: Safety Instructions

**CAUTION: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.**

For information on safety instructions, see the safety information that shipped with your monitor.

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## FCC Notices (U.S. Only) and Other Regulatory Information

For FCC notices and other regulatory information, see the regulatory compliance website located at **www.dell.com\regulatory_compliance**.

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## Contacting Dell

**For customers in the United States, call 800-WWW-DELL (800-999-3355).**

**NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

**Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:**

1. Visit **support.dell.com**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.
3. Click **Contact Us** on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

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# Setting Up Your Monitor

**Dell™ SP2309W Flat Panel Monitor**

## If you have a Dell™ desktop or a Dell™ portable computer with internet access

1. Go to **http://support.dell.com**, enter your service tag, and download the latest driver for your graphics card.

2. After installing the drivers for your graphics Adapter, attempt to set the resolution to **2048x1152** again.

**NOTE:** If you are unable to set the resolution to 2048 x 1152, please contact Dell™ to inquire about a graphics Adapter that supports these resolutions.

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# Setting Up Your Monitor

**Dell™ SP2309W Flat Panel Monitor**

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## If you have a non Dell™ desktop, portable computer, or graphics card

1. Right-click on the desktop and click **Properties**.

2. Select the **Settings** tab.

3. Select **Advanced**.

4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).

5. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.NVIDIA.com ).

6. After installing the drivers for your graphics adapter, attempt to set the resolution to **2048x1152** again.

**NOTE:** If you are unable to set the resolution to 2048 x 1152, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 2048 x 1152.

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# Operating the Monitor

**Dell™ SP2309W Flat Panel Monitor User's Guide**


- Power On the Monitor
- Using the Front Panel Controls
- Using the On-Screen Display (OSD) Menu
- Setting the Optimal Resolution
- Using the Dell Soundbar (Optional)
- Using the Tilt, Swivel, and Vertical Extension
- Using the Camera


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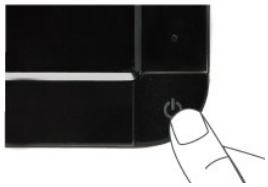
## Power On the Monitor

Touch the to turn on the monitor



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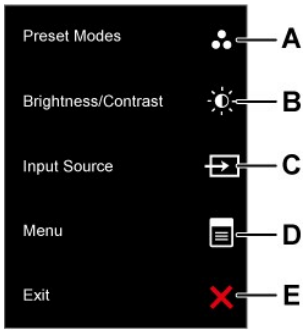
## Using the Front Panel Controls

Use the keys on the front of the monitor to adjust the image settings.




| Front panel Key | | Description |
|---|---|---|
| A | **Preset modes** | Use the Preset modes key to choose from a list of preset color modes. See Using the OSD Menu. |
| B | **Brightness / Contrast** | Use the Brightness / Contrast key to direct access to the "Brightness" and "Contrast" control menu. |
| C | **Input source** | Use the Input source key to select different video signals that may be connected to your monitor. |

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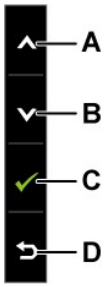
| | | |
|---|---|---|
| D | Menu | Use the Menu key to open the on-screen display(OSD). |
| E | Exit | Use the Exit key to exit on-screen display(OSD) from menu and sub-menus. |

### Front panel Key

Use the keys on the front of the monitor to adjust the image settings.




| Front panel Key | | Description |
|---|---|---|
| A | Up | Use the Up key to adjust (increase ranges) items in the OSD menu. |
| B | Down | Use the Down key to adjust (decrease ranges) items in the OSD menu. |
| C | OK | Use the OK key to confirm your selection. |
| D | Back | Use the back key to back main menu. |

## Using the On-Screen Display (OSD) Menu

### Accessing the Menu System

**NOTE:** If you change the settings and then either proceed to another menu or exit the OSD menu, the monitor automatically saves the changes. The changes are also saved if you change the settings and then wait for the OSD menu to disappear.

1. Touch the key to open the OSD menu and display the main menu.
   **Main Menu**

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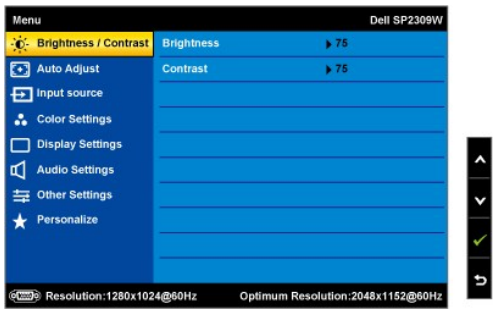
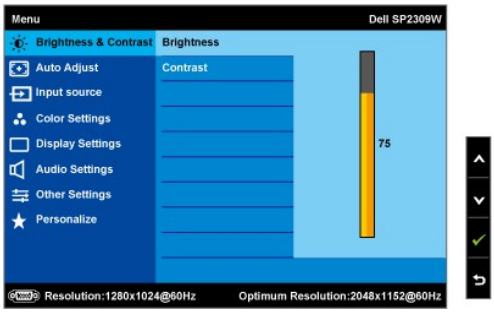



2. Touch the and keys to toggle between options in the Menu. As you move from one icon to another, the option name is highlighted.
3. To select the highlighted item on the menu touch the again.
4. Touch the and keys to select the desired parameter.
5. Touch the key to enter the slide bar and then use the or key, according to the indicators on the menu, to make your changes.
6. Select the to return to previous menu without accepting current settings or to accept and return to previous menu.

The table below provides a list of all the OSD menu options and their functions.

| Icon | Menu and Submenus | Description |
|---|---|---|
| | **BRIGHTNESS/CONTRAST** | Use the Brightness and Contrast menu to adjust the Brightness/Contrast.<br>  |
| | **Back** | Touch to go back to the main menu. |
| | **Brightness** | Allows you to adjust the brightness or luminance of the backlight.<br>Touch the key to increase brightness and touch the key to decrease brightness (min 0 ~ max 100). |
| | **Contrast** | Allows you to adjust the contrast or the degree of difference between darkness and lightness on the monitor screen. , brightness first, and adjust contrast only if you need further adjustment.<br>Touch the key to increase contrast and touch the key to decrease contrast (min 0 ~ max 100). |
| | **Auto Adjust** | Use this key to activate automatic setup and adjust menu. The following dialog appears on a black screen as the moni adjusts to the current input:<br> <br>Auto Adjustment allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can f your monitor by using the Pixel Clock (Coarse) and Phase (Fine) controls under Image Settings.<br>**NOTE:** *Auto Adjust does not occur if you touch the key while there are no active video input signals or attached cables.* |
| | **Input Source** | Use the Input Source menu to select different video signals that may be connected to your monitor. |

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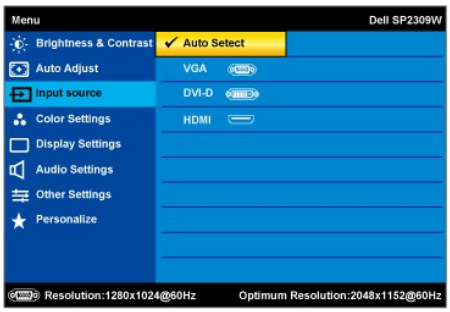



Push to go back to the main menu

Select VGA input when you are using the analog (VGA) connector. Push to select the VGA input source.

Select DVI-D input when you are using the digital (DVI) connector. Push to select the DVI input source.

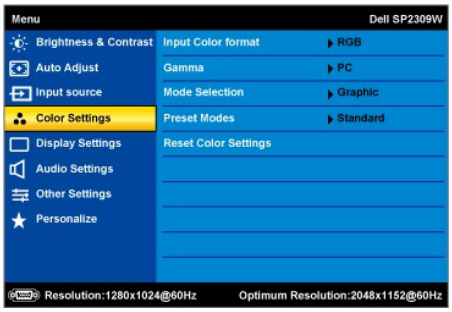
Select HDMI input when you are using the digital (HDMI) connector. Push to select the HDMI input source.

Select Auto select to let the monitor search for available input signals.

**COLOR SETTINGS**

Use the **Color Setting** menu to adjust the monitor's color settings.

**Color setting mode submenu**




**Back**

Touch to go back to the main menu.

**Input Color Format**

Allows you to set the video input mode to:

- **RGB**: Select this option if your monitor is connected to a computer or DVD player using the HDMI cable or the HD adapter.
- **YPbPr**: Select this option if your DVD player supports only YPbPr output.

**Mode Selection**

Allows you to set the display mode to:

- **Graphics**: Select this mode if your monitor is connected to your computer.
- **Video**: Select this mode if your monitor is connected to a DVD player.

**NOTE:** Depending upon the Display Mode you select the Preset Modes available for your monitor change.

**Preset Mode**

Allows you to choose from a list of preset color modes.
In the **Graphics** mode, you can set the color to the following preset values:

- **Standard**: Loads the monitor's default color settings. This is the default preset mode.
- **Multimedia**: Loads color settings ideal for multimedia applications.
- **Game**: Loads color settings ideal for most gaming applications.
- **Warm**: Increase the color temperature. The screen appears warmer with a red/yellow tint.
- **Cool**: Decreases the color temperature. The screen appears cooler with a blue tint.
- **Custom (RGB)**: Allows you to manually adjust the color settings. Touch the and keys to adjust the Re Blue values and create your own preset color mode.
- **Custom (sRGB)**: Allows you to manually adjust the color settings. Touch the and keys to adjust the R and Blue values and create your own preset color mode.

In the **Video** mode, you can set the color to the following preset values:

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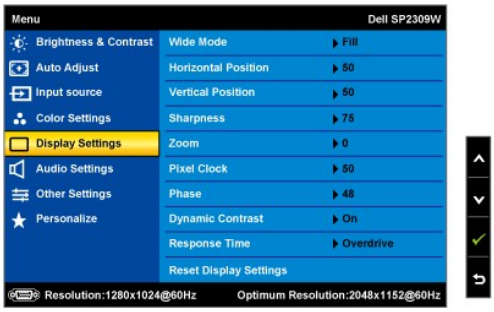
| | | |
|---|---|---|
| | | ı **Movie**: Loads color settings ideal for movies. This is the default preset mode.<br>ı **Game**: Loads color settings ideal for most gaming applications.<br>ı **Sports**: Loads color settings ideal for sports.<br>ı **Nature:** Loads color settings ideal for nature. |
| | **Hue** | Allows you to adjust the skin tone of the image. Use or to adjust the hue from '0' to '100'.<br>**NOTE:** Hue adjustment is available only in the **Video** mode. |
| | **Saturation** | Allows you to adjust the color saturation of the image. Use or to adjust the saturation from '0' to '100'.<br>**NOTE:** Saturation adjustment is available only in the **Video** mode. |
| | **Color Reset** | Resets your monitor's color settings to the factory defaults. |
| | **DISPLAY SETTINGS** | Use the **Displays Settings** menu to adjust the sharpness, dynamic contrast, response time, and zoom. |
| | **Display setting mode submenu** |  |
| | **Back** | Touch to go back to the main menu. |
| | **Wide Mode** | Allows you to change the image scale with various default settings.<br>**NOTE: Wide Mode** is not available at video resolutions greater than 2048x1152. However, **16:9** and **Fill** will be availa timing. |
| | **Horizontal position** | Use the and keys to adjust image left and right (min 0 ~ max 100).<br>**NOTE:** When using DVI or HDMI source, the Horizontal Position setting is not available. |
| | **Vertical Position** | Use the and keys to adjust image up and down (min 0 ~ max 100).<br>**NOTE:** When using DVI or HDMI source, the Vertical Position setting is not available. |
| | **Zoom** | Allows you to zoom in to specific area of interest on your monitor.<br>Use and keys to adjust the zoom from '0' to '100'.<br>**NOTE:** Zoom will reset to default after power cycling or after power save recovery.<br>**NOTE:** Zoom default setting will be zero when using PC format (RGB color space) and 10 when using the video format players (YPbPr color space). |
| | **Phase** | If satisfactory results are not obtained using the phase adjustment, use the Pixel Clock (coarse) adjustment and then (fine).<br>**NOTE:** Pixel Clock and Phase Adjustments are only available for "VGA" input. |
| | **Sharpness** | Allows you to increase or decrease the sharpness of the image.<br>Use and keys to adjust the sharpness from '0' to '100'. |
| | **Dynamic Contrast** | The dynamic contrast helps get a higher contrast if you choose Game preset, Movie Preset, Sports Preset and Nature<br>Use the key to enable the Dynamic Contrast adjustment.<br>Use the key to disable the Dynamic Contrast adjustment.<br>**NOTE:** Brightness control is disabled in Dynamic Contrast mode. |
| | **Response Time** | Response time is the time required for an LCD pixel to change from fully active (black) to fully inactive (white), then bac active again.<br>You can set the response time to:<br>ı **Normal**<br>ı **Overdrive** (default). |

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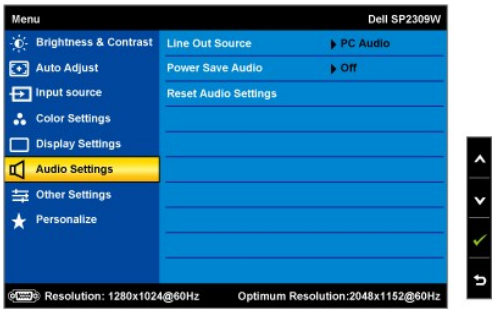
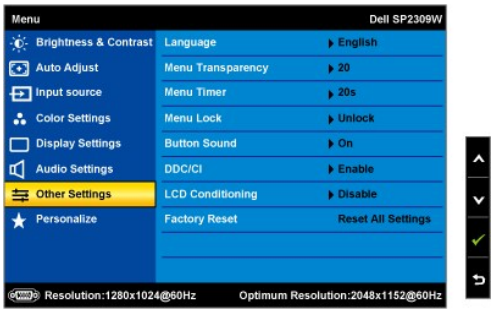
| | | |
|---|---|---|
| | **Display Reset** | Resets the monitor's display settings to the factory defaults. |
| | **AUDIO SETTINGS** | Use the **Audio Settings** to adjust the audio settings. |
| | **Audio Setting mode submenu** |  |
| | **Power Save Audio** | Allows you to turn on or off the power to the audio during the audio power save mode.<br>Default is "On".<br>**On** — Allows you to turn off the line-out to the sound bar during monitor standby.<br>**Off** — Allows you to turn on the line-out to the sound bar during monitor standby. |
| | **Reset Audio Setting** | Resets your monitor audio settings to the factory defaults. |
| | **Exit Menu** | Touch to exit the OSD main menu and touch to accept changes. |
| | **OTHER SETTINGS** |  |
| | **Back** | Touch to go back to the main menu. |
| | **Language** | Allows you to set the OSD display to one of five languages: English, Espanol, Francais, Deutsch, or Japanese. |
| | **Menu Transparency** | Allows you to adjust the OSD background from opaque to transparent. |
| | **Menu Timer** | Allows you to set the time for which the OSD remains active after you touch a key on the monitor.<br>Use the and keys to adjust the slider in 1 second increments, from 5 to 60 seconds. |
| | **Menu Lock** | Controls user access to adjustments. When **Lock** is selected, no user adjustments are allowed. All keys are locked ex<br>**NOTE:** When the OSD is locked, touching the menu key takes you directly to the OSD settings menu, with 'OSD Lock' on entry. Touch and hold key for 15 seconds to unlock and allow user access to all applicable settings. |
| | **Key Sound** | Turns on or off the key sound. |
| | **DDC/CI** | DDC/CI (Display Data Channel/Command Interface) allows a software on your computer to adjust the monitor display the brightness, color balance etc.<br>**Enable** (Default): Optimizes the performance of your monitor and provides a better customer experience.<br>**Disable**: Disables the DDC/CI option and the following message appears on the screen. |

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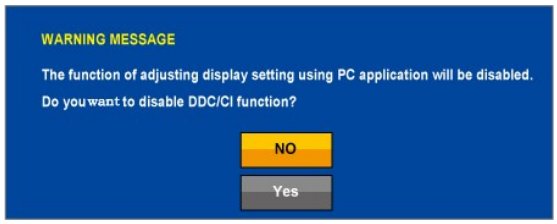
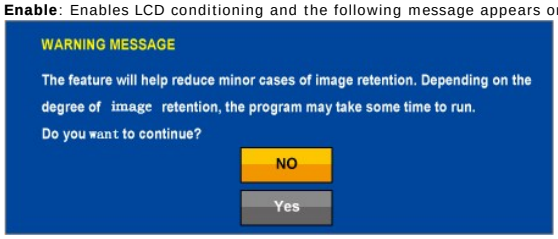
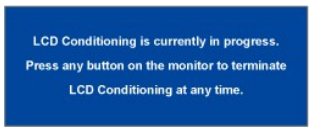
| | | |
|---|---|---|
| | |  <br>Select **Yes** to disable DDC/CI or **No** to return. |
| | **LCD Conditioning** | LCD conditioning helps eliminate any image retention and may take several hours.<br>**NOTE:** Severe cases of image retention are known as burn-in. LCD Conditioning does not remove burn-in.<br>**Disable**: This is the default option.<br>**Enable**: Enables LCD conditioning and the following message appears on the screen. Select **Yes** to proceed and **No** to<br>  <br>**NOTE:** Touch any key on the monitor to terminate LCD Conditioning at any time.<br>  |
| | **Factory Reset** | Resets all OSD settings to the factory preset values. |
| ★ | **Personalize** | <br>Allows you to adjust shortcut key key for: 1. Brightness & Contrast, 2. Input Source, and 3. Preset mode. |

## OSD Warning Messages

The following warning messages may appear on the screen to indicate that the monitor is out of synchronization.

This means that the monitor cannot synchronize with the signal that it is receiving from the computer. Either the signal is too high or too low for the monitor to use. See Specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 2048 X 1152 at 60Hz.

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Dell SP2309W
WARNING MESSAGE
There is no signal coming from your computer.
Press any key on the keyboard or mouse to wake it .
Dell SP2309W
WARNING MESSAGE
There is no signal coming from your computer.
Press any key on the keyboard or mouse to wake it .
Dell SP2309W
WARNING MESSAGE
There is no signal coming from your computer.
Press any key on the keyboard or mouse to wake it .

If you touch any key other than the Power Control (Touch Sensor) one of the following messages will appear depending on the selected input:

When monitor enters Power Save mode, the following message appears :

See Solving Problems for more information.

---

## Setting the Optimal Resolution

To set the optimal resolution for the monitor:

1. Right-click on the desktop and select **Properties**.
2. Select the **Settings** tab.
3. Set the screen resolution to 2048 x 1152.
4. Click **OK**.

If you do not see 2048 x 1152 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

- If you have a Dell desktop or portable computer:
  - Go to **support.dell.com**, enter your service tag, and download the latest driver for your graphics card.
- If you are using a non-Dell computer (portable or desktop):
  - Go to the support site for your computer and download the latest graphic drivers.
  - Go to your graphics card website and download the latest graphic drivers.

---

## Using the Dell Soundbar (Optional)

The Dell Soundbar is a stereo two channel system, mountable on Dell Flat Panel Displays. The Soundbar has a rotary volume and on/off control to adjust the overall system level, a LED for power indication, and two audio headset jacks.

| | |
|---|---|
| 1. | Power/volume control |
| 2. | Power indicator |
| 3. | Headphone connectors |

---

## Using the Tilt, Swivel, and Vertical Extension

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## Tilt / Swivel

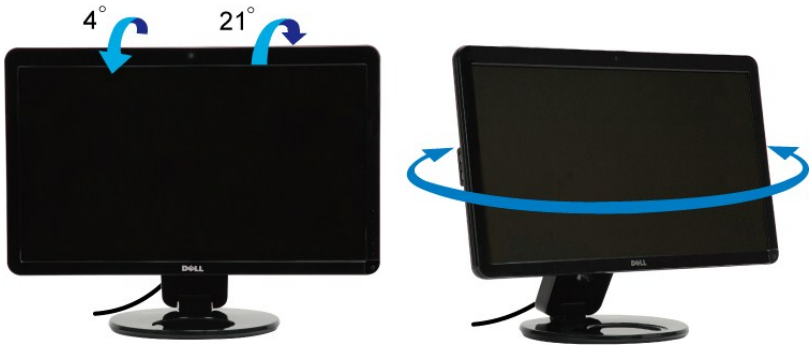
With the built-in pedestal, you can tilt and/or swivel the monitor for the most comfortable viewing angle.

### Adjust the Tilt

1. With the monitor still in its flat, folded state, set it screen-side up on a flat surface.
2. Adjust the tilt by moving the edges of the monitor either toward or away from you, without touching or putting touchure on the screen.

**CAUTION: The double-hinged monitor can fall back if the hinge is extended fully and the monitor screen is tilted back too far.**

1. Put the shipping strap in a safe place, in case you need it to ship the monitor.
2. Lift and lower the base hinge for proper viewing.




**NOTE:** The base of stand is attached when the monitor is shipped from factory.

Before you rotate the monitor, your monitor should be fully extended vertically (Vertical Extension) and fully tilted (Tilt) up to avoid hitting the bottom edge of the monitor.

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**NOTE:** To use the Display Rotation function (Landscape versus Portrait view) with your Dell computer, you require an updated graphics driver that is not included with this monitor. To download the graphics driver, go to support.dell.com and see the Download section for Video Drivers for latest driver updates.

## Vertical Extension

This Vertical Extension function can help you adjust the monitor for the most comfortable viewing height. You can push the top edge or pull the bottom edge of the monitor carefully to adjust the position.

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# Using the Camera

## Installing the Dell Webcam Software (Microsoft® Windows® Operating Systems)

The Dell SP2309W webcam application media that ships with your monitor, allows you to install the software and drivers for the integrated webcam.

To install the **Dell Webcam Software**:

1. Insert the Dell **"Drivers and Documentation"** CD into the drive.

**NOTE:** Ensure that the USB cable is connected between the monitor and the computer.

2. Choose **"Webcam Software"**.
3. The **Install Shield Wizard** automatically launches the setup application. Select the **Language** and click **Next** to continue.
4. Read **Software License Agreement** and click **Yes** to continue.
5. Click **Browse** to change **Destination Folder** where the software will be installed to and then click **Next** to continue.
6. Choose **Full Installation** than click **Next** and follow the instructions to complete the installation. Alternatively, choose **Custom Installation** to select the components to install.
7. Click **Finish** to restart the computer after installation completes.

You are now ready to use the Webcam.

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## Accessing the Camera Help File

To access the camera's help file, right-click the Dell Webcam Central icon in the notification area and click. Click **Help** from the menu and select **Contents**.

---

## Manually Adjusting the Camera Settings

If you do not want the camera to use automatic settings, you can manually adjust the camera settings.

### Setting the Contrast, Brightness, and Volume

To set the contrast, brightness and volume:

1. Right-click the **Webcam Central** icon in the system tray located in the lower right corner of the screen. Click Open Webcam Central.
2. In the Webcam Console window:
   - Click the **Settings** icon and navigate to **Settings - Picture Control**. Adjust video settings, such as contrast and brightness.
   - Click the **Effects** icon and navigate to **Effects - Avatars**. Adjust audio settings, such as volume level.

For more information about camera settings and other camera-related topics, see the camera's Help file (see Accessing the Camera's Help File).

### Setting the Resolution

To set the camera resolution using the **Dell Webcam Central**:

1. Right-click the **Dell Webcam Central** icon in the system tray located in the lower right corner of the screen. Click **Launch Webcam Center**.
   The Dell Webcam Center window appears.
2. Click the **Record Video** tab.
3. Configure settings by clicking the **More Options** key located at bottom center of the preview window. Click the Video Size box and select the size that you
4. Click the **Snap Photo** tab.
5. Configure settings by clicking the **More Options** key located at bottom center of the preview window. Click the Photo Size box and select the size that you

### Resetting the Camera Defaults

To reset the **Camera** settings using the **Dell Webcam Central**:

1. Right-click the **Dell Webcam Central** icon in the system tray located in the lower right corner of the screen. Click **Open Webcam Central**.
2. In the Webcam Central window:
   - Click the **Settings** icon and navigate to **Settings - Picture** Control. Click **Restore Default.**

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# Setting Up Your Monitor

**Dell™ SP2309W Flat Panel Monitor**

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## Setting the display resolution to 2048 x 1152 (Optimal)

For optimal display performance while using the Microsoft Windows operating systems, set the display resolution to 2048 x 1152 pixels by performing the following steps:

1. Right-click on the desktop and click **Properties**.

2. Select the **Settings** tab.

3. Move the slider-bar to the right by pressing and holding left-mouse key and adjust the screen resolution to **2048X1152**.

4. Click **OK**.

If you do not see **2048 x 1152** as an option, you may need to update your graphics driver. Please choose the scenario below that best describes the computer system you are using, and follow the provided directions:

**1: If you have a Dell™ desktop or a Dell™ portable computer with internet access.**

**2: If you have a non Dell™ desktop, portable computer, or graphics card.**

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# Dell™ SP2309W Flat Panel Monitor

User Guide

Setting the display resolution to 2048 x 1152 (optimal)

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**Model SP2309Wc**

**July 2009 Rev. A02**

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# Setting Up the Monitor

**Dell™ SP2309W Flat Panel Monitor User's Guide**

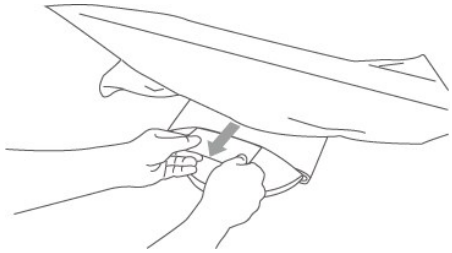

- Unfolding the double-hinged monitor
- Connecting the Monitor
- Organizing Your Cables
- Attaching the Soundbar (Optional)
- Wall-Mounting the Monitor(Optional)


## Unfolding the double-hinged monitor

**WARNING: Do not place the double-hinged monitor face down for folding. The base hinge can spring up and cause serious injury or damage.**

1. With the monitor still in its flat, folded state, set it screen-side up on a flat surface.
2. Tilt the panel toward you without touching or putting pressure on the screen.

3. Remove the shipping strap (do not cut it; do not flip the display to remove).



4. Put the shipping strap in a safe place, in case you need it to ship the monitor.
5. Lift and lower the base hinge for proper viewing.

## Connecting Your Monitor

**CAUTION:** Before you begin any of the procedures in this section, follow the Safety Instructions.

To connect your monitor to the computer:

1. Turn off your computer and disconnect the power cable.
2. Connect the HDMI cable, white (digital DVI-D), or blue (analog VGA) display connector cable to the corresponding video port on the back of your computer. Do not use all the cables on the same computer. Use all of the cables only when they are connected to different computers with appropriate video systems.

### Connecting the Blue VGA Cable

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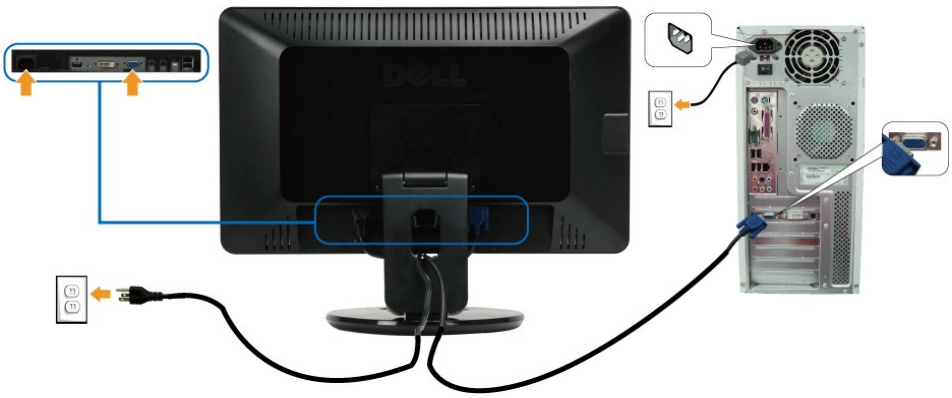
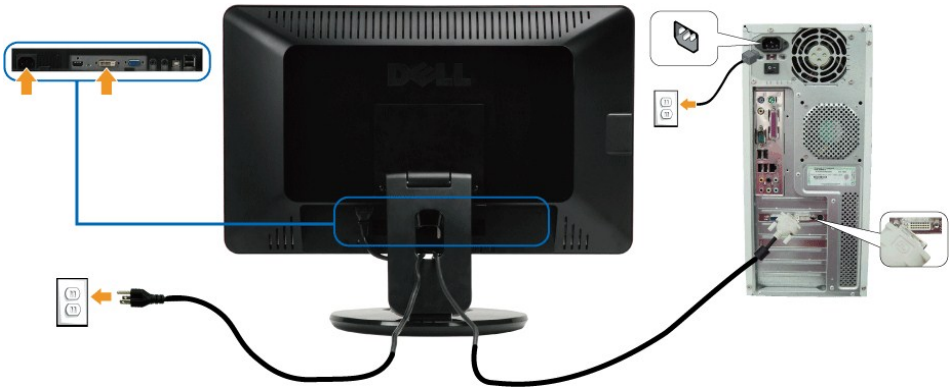
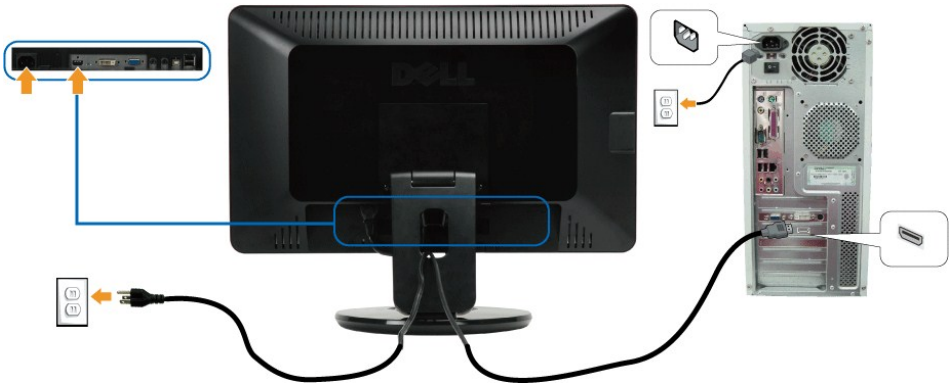


## Connecting the White DVI Cable



## Connecting the HDMI Cable



**NOTE:** The graphics are used for the purpose of illustration only. Appearance of the computer may vary.

## Connecting the USB Cable

After you have completed connecting the DVI/VGA cable, follow the procedure below to connect the USB cable to the computer and complete your monitor setup:

1. Connect the upstream USB port (cable supplied) to an appropriate USB port on your computer.
2. Connect USB peripherals to the downstream USB ports (side or bottom) on the monitor. (See side or bottom view for details.)
3. Plug the power cables for your computer and monitor into a nearby outlet.
4. Turn on the monitor and the computer.
   If your monitor displays an image, installation is complete. If it does not display an image, see Solving Problems.
5. Use the cable holder on the monitor stand to organize the cables.

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## Organizing Your Cables

After attaching all necessary cables to your monitor and computer, (see Connecting Your Monitor) use the cable management slot to organize all cables as shown above.

---

## Attaching the Soundbar(optional)

**NOTICE:** Do not use with any device other than the Dell Soundbar.

To attach the soundbar:

1. Working from the back of the monitor, attach Soundbar by aligning the two slots with the two tabs along the bottom of the monitor.
2. Slide the Soundbar to the left until it snaps into place.
3. Connect the Soundbar with the DC power connector from the Soundbar Power Adaptor.
4. Insert the mini stereo plug from the back of the Soundbar into the computer's audio output jack.

---

## Wall-Mounting the Monitor (Mounting Fixture not Supplied)

Before you mount the monitor on a wall, a swing arm, or other mounting fixture, you must remove the base and the pedestal. You will need a Phillp's screwdriver. Read the following warning and caution statements before beginning the procedure.

**WARNING:** To reduce the risk of personal injury or of damage to the equipment, check that the wall-mounting fixture is adequately installed and secured before attaching the monitor. Refer to the instructions supplied with the wall-mounting fixture and check that it is capable of supporting the monitor.

**Preparing the double-hinged monitor for wall-mounting**

**WARNING: Do not place the double-hinged monitor face down for folding. The base hinge can spring up and cause serious injury or damage.**

Refer to the instructions that come with the base mounting kit. To convert your LCD display from a desk-mounted to a wall-mounted display, do the following:

1. Verify that the Power Control (Touch Sensor) is turned Off, then disconnect the power cord.
2. Lay the LCD display face down on a towel or blanket.
3. Remove the Plastic Covers from the back of the LCD display.
4. Remove the four screws attaching the base (Screw dimension: M4 x 10mm).
5. Remove the Rubber Plugs from inside the four VESA screw holes.
6. Attach the mounting bracket from the VESA compatible wall mounting kit (100 mm x 100 mm distance).
7. Attach the LCD display to the wall, following the instructions in the wall-mounting kit.

**NOTE:** For use only with UL Listed Wall Mount Bracket with minimum weight/load: 2.05lbs (4.44kg).

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# Troubleshooting

**Dell™ SP2309W Flat Panel Monitor**


- Self-Test
- Common Problems
- Product Specific Problems
- Universal Serial Bus Specific Problems
- Dell Soundbar Problems
- Camera Problems


⚠ **CAUTION:** Before you begin any of the procedures in this section, follow the Safety Instructions.

## Self-Test

Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer or monitor. To ensure proper Self-Test operation, remove HDMI, Digital (white connector), and the Analog (blue connector) cables from the back of the computer or monitor.
3. Turn on the monitor.

The floating dialog box should appear on-screen (against a black background) if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

## Built-in Diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer system and graphic card.

**NOTE:** You can run the built-in diagnostics only when the video cable is unplugged and the monitor is in *self-test mode*.

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3. On the front panel, touch and hold the ***shortcut key 1*** and ***shortcut key 4*** keys on the front panel, simultaneously for 2 seconds. A gray screen appears.

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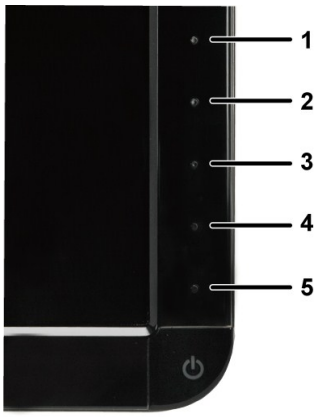


4. Carefully inspect the screen for abnormalities.
5. Touch the ***shortcut key 4*** key on the front panel again. The color of the screen changes to red.
6. Inspect the display for any abnormalities.
7. Repeat steps 5 and 6 to inspect the display in green, blue, and white colored screens.

The test is complete when the white screen appears. To exit, touch the ***shortcut key 4*** key again.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

---

## Common Problems

The following table contains general information about common monitor problems you might encounter and the possible solutions.

| Common Symptoms | What You See | Possible Solutions |
|---|---|---|
| No Video/Power LED off | No picture | ı Ensure that the video cable connecting the monitor and the computer is properly connected and secure.<br>ı Verify that the power outlet is functioning properly using any other electrical equipment.<br>ı The power on/off control is a capacitive touch sensitive sensor, pressing it may or may not power on the monitor, lightly touch on the power on/off icon to try again. |
| No Video/Power LED on | No picture or no brightness | ı Increase brightness & contrast controls via OSD.<br>ı Perform monitor self-test feature check.<br>ı Check for bent or broken pins in the video cable connector.<br>ı Run the built-in diagnostics. |
| Poor Focus | Picture is fuzzy, blurry, or ghosting | ı Perform Auto Adjust via OSD.<br>ı Adjust the Phase and Pixel Clock controls via OSD.<br>ı Eliminate video extension cables.<br>ı Reset the monitor to Factory Settings.<br>ı Change the video resolution to the correct aspect ratio (16:9). |
| Shaky/Jittery Video | Wavy picture or fine movement | ı Perform Auto Adjust via OSD.<br>ı Adjust the Phase and Pixel Clock controls via OSD.<br>ı Reset the monitor to Factory Settings.<br>ı Check environmental factors.<br>ı Relocate the monitor and test in another room. |
| Missing Pixels | LCD screen has spots | ı Cycle power on-off.<br>ı Pixel that is permanently off is a natural defect that can occur in LCD technology.<br>ı Run the built-in diagnostics |
| Stuck-on Pixels | LCD screen has bright spots | ı Cycle power on-off.<br>ı Pixel that is permanently off is a natural defect that can occur in LCD technology.<br>ı Run the built-in diagnostics |
| Brightness Problems | Picture too dim or too bright | ı Reset the monitor to Factory Settings.<br>ı Auto Adjust via OSD.<br>ı Adjust brightness & contrast controls via OSD. |
| Geometric Distortion | Screen not centered correctly | ı Reset the monitor to Factory Settings.<br>ı Auto Adjust via OSD.<br>ı Adjust brightness & contrast controls via OSD.<br><br>**NOTE:** When using 'DVI-D' or 'HDMI', the positioning adjustments are not available. |
| Horizontal/Vertical Lines | Screen has one or more lines | ı Reset the monitor to Factory Settings.<br>ı Perform Auto Adjust via OSD.<br>ı Adjust Phase and Pixel Clock controls via OSD.<br>ı Perform monitor self-test feature check and determine if these lines are also in self-test mode.<br>ı Check for bent or broken pins in the video cable connector.<br>ı Run the built-in diagnostics<br><br>**NOTE:** When using 'DVI-D'or 'HDMI', the Pixel Clock and Phase adjustments are not available. |
| Synchronization Problems | Screen is scrambled or appears torn | ı Reset the monitor to Factory Settings.<br>ı Perform Auto Adjust via OSD.<br>ı Adjust Phase and Pixel Clock controls via OSD. |

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| | | |
|---|---|---|
| | | • Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode.<br>• Check for bent or broken pins in the video cable connector.<br>• Restart the computer in the *safe mode*. |
| Safety Related Issues | Visible signs of smoke or sparks | • Do not perform any troubleshooting steps.<br>• Contact Dell immediately. |
| Intermittent Problems | Monitor malfunctions on & off | • Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br>• Reset the monitor to Factory Settings.<br>• Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode. |
| Missing Color | Picture missing color | • Perform monitor self-test feature check.<br>• Ensure that the video cable connecting the monitor to the computer is connected properly and is secure.<br>• Check for bent or broken pins in the video cable connector.<br>• Run the built-in diagnostics |
| Wrong Color | Picture color not good | • Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending on the application.<br>• Try different Color Preset Settings in Color Settings OSD. Adjust R/G/B value in Color Settings OSD if the Color Management is turned off.<br>• Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD.<br>• Run the built-in diagnostics |
| Image retention from a static image left on the monitor for a long period of time | Faint shadow from the static image displayed appears on the screen | • Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power Management Modes).<br>• Alternatively, use a dynamically changing screensaver. |

## Product Specific Problems

| Specific Symptoms | What You See | Possible Solutions |
|---|---|---|
| Screen image is too small | Image is centered on screen, but does not fill entire viewing area | • Check the Display settings in Zoom Setting OSD<br>• Reset the monitor to Factory Settings. |
| Cannot adjust the monitor with the keys on the front panel | OSD does not appear on the screen | • Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor. |
| No Input Signal when user controls are touched | No picture, the LED light is white. When you touch "up", "down" or "Menu" key, the message appears | • Check the signal source. Ensure the Computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard.<br>• Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary.<br>• Reset the computer or video player. |
| The picture does not fill the entire screen. | The picture cannot fill the height or width of the screen | • Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen.<br>• Run the built-in diagnostics |

**NOTE:** When choosing DVI-D or HDMI mode, the **Auto Adjust** function is not available.

## Universal Serial Bus (USB) Specific Problems

| Specific Symptoms | What You See | Possible Solutions |
|---|---|---|
| USB interface is not working | USB peripherals are not working | • Check that your monitor is turned ON.<br>• Reconnect the upstream cable to your computer.<br>• Reconnect the USB peripherals (downstream connector).<br>• Switch off and then turn on the monitor again.<br>• Reboot the computer.<br>• Some USB devices like external portable HDD require higher electric current; connect the device directly to the computer system. |
| High Speed USB 2.0 interface is slow. | High Speed USB 2.0 peripherals working slowly or not working at all | • Check that your computer is USB 2.0-capable.<br>• Some computers have both USB 2.0 and USB 1.1 ports. Ensure that the correct USB port is used.<br>• Reconnect the upstream cable to your computer.<br>• Reconnect the USB peripherals (downstream connector).<br>• Reboot the computer. |

## Dell™ Soundbar Problems

| Common Symptoms | What You See | Possible Solutions |
|---|---|---|
| No Sound | Soundbar has power - power indicator is on | • Plug the audio line-in cable into the computer's audio out jack.<br>• Set all volume controls to their maximum and ensure that the mute option is not enabled.<br>• Play some audio content on the computer (example, audio CD, or MP3). |

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| | | |
|---|---|---|
| | | • Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting.<br>• Clean and reseat the audio line-in plug.<br>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player). |
| Distorted Sound | Computer's sound card is used as the audio source | • Clear any obstructions between the Soundbar and the user.<br>• Confirm that the audio line-in plug is completely inserted into the jack of the sound card.<br>• Set all Windows volume controls to their midpoints.<br>• Decrease the volume of the audio application.<br>• Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.<br>• Clean and reseat the audio line-in plug.<br>• Troubleshoot the computer's sound card.<br>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player).<br>• Avoid using an audio cable extension or audio jack converter. |
| Distorted Sound | Other audio source is used | • Clear any obstructions between the Soundbar and the user.<br>• Confirm that the audio line-in plug is completely inserted into the jack of the audio source.<br>• Decrease the volume of the audio source.<br>• Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting.<br>• Clean and reseat the audio line-in plug. |
| Unbalanced Sound Output | Sound from only one side of Soundbar | • Clear any obstructions between the Soundbar and the user.<br>• Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source.<br>• Set all Windows audio balance controls (L-R) to their midpoints.<br>• Clean and reseat the audio line-in plug.<br>• Troubleshoot the computer's sound card.<br>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player). |
| Low Volume | Volume is too low | • Clear any obstructions between the Soundbar and the user.<br>• Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting.<br>• Set all Windows volume controls to their maximum.<br>• Increase the volume of the audio application.<br>• Test the Soundbar using another audio source (For example: portable CD player, MP3 player). |

## Camera Problems

| COMMON SYMPTOMS | WHAT YOU EXPERIENCE | POSSIBLE SOLUTIONS |
|---|---|---|
| No Power | The camera is not working and the LED is off | If the monitor has no power, see Troubleshooting Your Monitor. |
| | | Verify if the camera is detected by Windows.<br>Reinstall the camera drives using the Dell SP2309W *Webcam Resource CD*. See **Using the Camera** for more information. |
| Camera is not detected | The camera is not working and the LED is on | Remove and insert the USB cable. |
| | | Reinstall the **Dell Webcam Software** and drivers. See installing your **Dell Webcam Software** for more information. |
| Poor Focus | The camera captures fuzzy or unclear videos and pictures | Verify that the protective film has been removed from the camera and the camera lens is clean. |
| | | Clean the camera surface using a damp, soft lint-free cloth. |
| | | Increase the available ambient light or change the source of light. |
| | | Reset the camera defaults through the **Dell Webcam Central**. See **Using the Camera** for more information. |
| | | Ensure that the **Color Depth** settings in **Display Properties** is set to **16-bit color or higher.**<br>**NOTE:** Lower color depth settings result in poor-quality images.<br>**NOTE:** The integrated webcam operates at a lower resolution than most commercially available digital cameras. Most commercial digital cameras are 4 mega pixel or higher. The integrated webcam operates up to 2.0 mega pixel. |
| Poor quality video on the Internet | The camera captures grainy images while using it on the Internet | Check your internet connection speed. A slow internet connection could cause similar problems with the video. It is recommended to use a broadband connection with good throughput. |
| Color Problem | The images are tinted red, blue, or green | Reset the camera defaults through the **Dell Webcam Central**. See **Using the Camera** for more information. |
| | | Adjust the camera color settings through **Dell Webcam Central**. See **Using the Camera** for more information. |
| No Image | Blank screen | Increase the available ambient light, change the direction of the camera, or change the source of light. |
| | | Reset the camera defaults through the **Dell Webcam Central**. See **Using the Camera** for more information. |
| | | Adjust the contrast levels using the **Dell Webcam Central**. See **Using the Camera** for more information. |
| | | Ensure the camera is detected correctly by the Windows operating system. |
| Slow frame rate in video capture mode | The capture video is not smooth | The video capture especially in high resolution is a resource intensive task, reduce the video recording resolution. Select **No Compression** for video in the **Video Recording** settings. |
| | | Install the latest DirectX and the latest webcam driver. |
| Audio and | The captured | The video capture, especially in high resolution is a resource intensive task. Reduce the video recording resolution. Select **No** |

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| | | |
|---|---|---|
| video is not synchronized | video and audio are not synchronized | **Compression** for video in the **Video Recording** settings. |
| Microphone is not working | The webcam captures video but not sound | Speak closer to the microphone. |
| | | The integrated microphone is designed to have a wider reception area for recording. it still has its limits. Try moving closer to the microphone or ensure that you are within the recording area for the microphone. |
| | | Check if the volume is muted. To enable sound:<br>1. Click **Start→Control Panel→Sound and Audio Devices**.<br>2. Click to uncheck the box next to **Mute**. |
| | | Set the correct audio source in **Dell Webcam Central**. To select the correct audio source:<br>1. In the **Dell Webcam Central**, navigate to configure settings by clicking on the **More Options** key.<br>2. Select **Monitor Webcam** in the **Microphone** box.<br>3. Adjust the **Volume** slider to obtain the desired audio level. |
| | | Test the microphone. Try testing the microphone using an application other than the **Dell Webcam Central**. To test the microphone,<br>1.Click **Start→Control Panel→Sound and Audio Devices**.<br>2.Click the **Voice** tab.<br>3.Click the **Test Hardware** key and follow the instructions. |
| | | If the recording is successful, reset the camera defaults or reinstall the **Dell Webcam Software**. See **Using the Camera** for more information. |

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